

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Dunn & Bybee Tool Co. Inc.

Tennessee Manufacturing Extension Partnership

Dunn & Bybee Achieves Iso 9000:2000 Certification

Client Profile:

Dunn & Bybee Tool Company, Inc. is a twelve year-old, privately held machine tooling company employing 13 people. Located in Sparta, Tennessee, the company is a regional provider to various larger industries. Its annual sales range from \$1 million to \$3 million.

Situation:

Dunn & Bybee Tool Company believed that its future success in the marketplace depended on the adoption of a recognized quality management system (such as ISO 9000:2000), and the development of a more formal and structured marketing plan. The company asked the Tennessee Manufacturing Extension Partnership (TMEP), a NIST MEP network affiliate, for assistance in meeting these two goals.

Solution:

TMEP arranged for a partner with expertise in quality management systems to work with Dunn & Bybee to develop a well-documented, ISO-compliant quality management system. TMEP's partner trained company managers and other employees responsible for the quality management system, mentored and provided hands-on document development assistance to company personnel, and conducted pre-audits to ensure the company's preparedness for its final ISO audit.

TMEP also arranged for Dr. Don Weinrauch of the Tennessee Technological University (School of Economics, Finance, and Marketing) to work with Dunn & Bybee on the development of a comprehensive marketing plan. Additionally, Dr. Weinrauch served (and continues to serve) as a sounding board for company marketing ideas and plans.

Results:

Achieved ISO 9000:2000 certification.

Increased sales during the first year of registration by \$150,000.

Anticipating sales for the second year at \$300,000 above pre-existing levels.

Increased opportunity to bid on out-of-state contracts.

Planning to hire additional employees to meet increased demand.

Increased sales by an additional \$250,000 as a direct result of the marketing plan.

Anticipating sales for the second year to exceed existing levels by \$500,000.

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Generating approximately 80 percent of these new sales from outside the state of Tennessee.

Planning to invest an additional \$50,000 in capital equipment.

Planning to create 2 new jobs.

Testimonial:

“The Tennessee Manufacturing Extension Partnership was a great help to us. We passed our ISO audits on the first attempt. The staff was well informed and essential in the process. Dr. Weinrauch was very helpful in developing a business plan and marketing ideas. We look forward to working with him in the future.”

Kinion Dunn, President